

Single-Family Survey Questions and Comments

1. Currently, Recology collects the contents of your recycling split-cart and yard trimmings cart every other week. If you are interested in weekly service, please choose one or more of the following reasons for each service.

Split-Cart

Yard Trimmings

- Convenience
- Doubling available volume (my cart is always full)
- Reduce number of current carts (e.g. from 2 to 1)
- Not interested
- Other (please specify)

2. Mountain View does not currently have food scraps collection (e.g. food, paper plates, compostable foodware). Would you be interested in participating in weekly food scraps collection if you could put it in the yard trimmings cart?

- Very Likely
- Likely
- Not Likely
- I have backyard home composting

3. Weekly collection of recycling and food scraps/yard trimmings will likely increase costs affecting utility rates. Please indicate how much more you would be willing to pay in addition to your current monthly bill?

None	\$.50/mo more	\$1/mo more	\$2/mo more	\$3/mo more	Not sure
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- Weekly recycling
- Weekly yard trimmings
- Weekly food scraps

4. How likely are you to participate in the following services if there was no extra charge? (Please note that, currently, some items* may be dropped off at the SMaRT Station and local thrift stores at no charge.)

Very
Likely

Likely

Not
Likely

Don't
Know

- Curbside collection of cell phones
- Curbside collection of used cooking oil
- Curbside collection of gently used clothing for donation
- Curbside collection of compact fluorescent bulbs
- Discounted price for backyard home composting bin

- Annual or Semi-annual Reuse Day (local drop off of gently used clothing*, furniture, toys, books and pick up free compost*)
- Annual or Semi-annual E-Waste Day (local drop off of computers*, cell phones*, compact fluorescent bulbs* etc.)
- Annual or Semi-annual confidential paper shredding service*

5. Would you be interested in recycling more items (milk cartons, frozen food boxes, rigid plastics like plant pots/toys/buckets, unusable clothing, and scrap metal like pots and pans)?

Very Likely	Likely	Not Likely	Don't Know
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- Drop off service (lower cost)
- Curbside collection (higher cost)

6. If you would like the services listed in Question 5 above, how much more would you be willing to pay in addition to your current monthly bill?

- No increase
- \$.50/month more
- \$1/month more
- \$2/month more
- \$3/month more
- Not sure

7. How likely are you to participate in Household Hazardous Waste Collection (e.g. paint, pesticides, solvents) by appointment at your "door"?

- Very Likely
- Likely
- Not Likely
- Don't Know

8. If you would like the service listed in Question 7 above, how much more would you be willing to pay per collection (in addition to your monthly bill)?

- No increase
- \$25 per collection of household hazardous waste
- \$50 per collection of household hazardous waste
- Not sure

9. For all the new or improved services mentioned in this survey, how much more would you be willing to pay, in total, in addition to your monthly bill?

- No increase
- \$1 per month more
- \$2 per month more
- \$3 per month more
- \$5 per month more
- Not sure

10. Would you support a City ordinance banning the use of the following products?

Very Likely	Likely	Not Likely	Don't Know
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- Single-use plastic bags
- Polystyrene take-out food packaging (styrofoam)

11. What is the best way to send you information/education about recycling and solid waste programs and issues in the future? You may check multiple boxes.

- City website
- Resource newsletter (mailed 3 times per year with The View)
- Email subscription
- Facebook
- You Tube
- Twitter
- Blogging
- Other (please specify)

12. Please add any comments you may have regarding the above questions, or other items related to Zero Waste, and to trash and recycling service in general. If you have a question, please provide an email address if you would like an answer.

- We're excited to see more compostable food containers being used (for take-out, etc.) but are frustrated that there's no better way to dispose of them than regular garbage/landfill (is getting something in a recyclable container better because at least it doesn't go in the landfill?) Please address. Re #4: yes, interested in e-waste recycling *if* the destination of the e-waste was known and environmentally responsible/ethical.
- I very strongly support question #10, these are by far the biggest waste in my life. this is a great survey and I hope it brings some much needed change.
- I would very much like to see curbside composting throughout the city of Mountain View!!!! It is too much work to do my own composting at home (I took a free composting class offered by the City and composted for a while, but I don't have the time/energy to keep it up.) Most of Mountain View's neighbors do curbside recycling (including Los Altos and San Francisco.) I don't want to live in the least environmentally responsible city in the Bay Area! Also, I would love to never see a styrofoam take out container in Mountain View again!
- Miss free shredding event...want it to return. Willing to pay for shred service. Many of her friends feel the same way...Smart station too far to drive. Misses free City-wide trash pickup days (annual clean-up days without scheduling an appointment).
- Thank you for taking this survey; my family is very interested in increasing a greater portion of our waste stream!
- In San Carlos the recycle bins picked up every other week were 'as many as required', I do not like the split cart as it limits the amount of recycling that can be done, sometimes we generate a large amount and other times we do not, it is not like trash that is mostly the same amount. So

I would like that recycling will pick the cart and other bags with recycle items that are left together when needed.

- Telephone survey. I'm glad to hear about the rag markets for unusable textiles. I would like to see residents put their carts out for collection only when they are full. Maybe add a note to that effect in the resource newsletter. Please also tell people not to cap their plastic bottles and to smash the plastic bottle so it makes more room in the cart.
- Telephone Survey. Not likely to support a plastic bag ban because I save them and use them for other purposes. I would support a ban on paper bags, but not plastic because I want to save trees. I live in a court and we have all kinds of vehicles park from other apartments, and it just obstructs the place and makes it hard for the company to collect the carts. The parked cars are always in the way and prevent us from putting out the carts. These apartment cars park anywhere they want and sometimes block the car. Cynthia told her to put the carts at the end of the driveway or put the carts on top of the curb and Recology must collect; if they don't, call Recology and advise them that the driver did not pick up and they will send him back that day or the next day.
- Am retired and still paying for duplex. Any increase in rates presents a hardship.
- For question 10, I would not support a plastic bag ban because people have other options (paper, their own bag, or none at all). But I would support banning restaurants from using styrofoam for to-go containers because I don't have a choice in how I receive my takeout from a restaurant.
- I'm currently happy with the service. The bins are not too full and are just right for their scheduled collection. We don't have a lot of other hazardous waste, so I don't see a separate pick up. In the event there is, I would be happy to call if a service becomes available and is not too expensive. My husband already does dump runs for his business.
- Almost every week people are stealing the stuff from my recycleables
- I like the idea of more recycling services but I do not want to pay extra for just for weekly pickup because I often don't fill up my recycling bin even every two weeks. There should be a single person discount.
- Thank you. You provide a good level of service. Adding weekly pick up of recyclables would be our main request.
- We have great service! Additional collections are often available from non profits.
- Just an observation: My friend tells me that in Los Altos, they have Mission Hills Recycling, which offers some of these services, and their bill is lower compared to when they had Recology. Also, scavenging is bad enough now -- will it increase with extra services (eg. usable clothing curbside)? Wonder what can be done. . . . Third; in front of a space-challenged townhouse, there is little room for the three existing totes when following the guidelines of putting them at least 18 inches apart AND being sure they are not under trees. Btw, "single" use plastic bags get re-used at my house. Also, if they become recyclable, that would be an improvement without having to ban them. Thank you!
- A lot of the additional services you mention would be convenient to have at my door, but the reality is that I don't have these items to recycle very often (scrap metal, hard plastics, CFLs, etc.), so I'm not willing to pay for them; I can drop them off myself since it's infrequent. What

would be valuable to me is food scraps and recycling plastic bags. I would hope that with the food scraps it's permissible to put them in biodegradable plastic bags. I wouldn't want it to make my yard smelly while waiting for pick up.

- The current recycling system is way too complicated. As an example there is a fine line between what paper products can be recycled and which can not. I am sure it costs as much to sort the material as it would cost to if the rules were less restrictive.
- How can we prevent thieves from taking our recycling from the bins when we place them at the curb? We do call the police, but they have limited resources and can not seem to respond quickly enough to thwart the pillage.
- Hard copy newsletters, while nice, seem like a waste of paper and take up additional space in recycling bin. Suggest people opt in for e-newsletters and at the same time choose not to get a paper version. I would love if Mountain View collected more types of plastic for recycling. Do you collect #1-7 as Palo Alto does at their recycling location? I don't think they have curbside pick up either for the odd plastics, but it seems weird to collect only certain types when the packaging says it's recyclable.
- Most places I see collect paper, plastics, and cans in a single container and sort them on delivery. I don't have a strong preference either way, and I'm sure the tradeoffs have been examined. I would like to see the summary and conclusion of this question in the Resource Newsletter and maybe other communication paths.
- #10 - do so already, do not favor any banning ordinances. #4 - convenient but I donate to organizations I choose. Currently use drop off station at Sunnyvale. Don't need curbs service for items I have few of. #11 - too much email already.
- The Resource Newsletter says that we cannot recycle clamshells. #1 plastic clamshells are used extensively in stores like Costco (a Mountain View retailer) and Trader Joes to package vegetables and fruits. Why can they not be recycled? It is so much more important to fix this limit rather than try to add home composting.
- HHW drop-off is available free at least once a month, so I am not likely to pay more than \$10 for at-the-door service, but it could be useful for other people. A lot of people don't seem to know about On-Call Plus and HHW drop-off days. It would be great if you could get the word out somehow.
- Truck refused to pick up our recycling TWICE because neighbor parked car too close to can. We can't control our neighbors and don't have enough room to put out everything in our driveway.
- It would be great if the city collected food waste and 100% compostable diapers too!
- Telephone survey. Not interested in increasing costs because I am on a fixed income on social security. I am a Monta Loma resident familiar with recycling issues from our newsletters. I like the idea of an annual reuse event but not likely to participate due to lack of volume. I also much prefer an e-waste annual day than these private haulers who leave notices at my door and pick up e-waste because I don't know where it really ends up. Besides you can go to Smart Station. I like the idea of an HHW collection at door but not likely to use because of lack of volume and cost. Also, people can still go to the Smart Station by appointment for HHW. I have a question about what to do with expired medications? Cynthia provided her options.

Overall, customer said that City needs to remember that many people are on fixed incomes and can't afford cost increases, but the City has many different options of handling these materials, such as the Smart Station.

- Food scrap recycling attracts stray animals, rats, squirrels, crows - creatures homeowners do not want in their front or backyards or on their streets. Not to mention foul odor. I absolutely do not want food scrap recycling unless it is at a drop off at the recycling center. Thanks.
- Scavengers are a problem in the Waverley Park neighborhood.
- Many well-intended laws/ORD end with a down side, ie ban paper bags for plastic bags, now banning plastic bags cause they don't break down. I can cite many more. Please before enacting new ORD and potential cost to city gov and citizens think this out thoroughly.
- In the split-cart recycling bin, we usually fill up the paper side before we fill up the container side due to boxes. If you introduce additional products that would be including in the paper side (i.e. waxed milk cartons), then it would be important to increase the frequency of pickups to every week.
- Plastic clamshell containers, plastic bags and styrofoam are a big problem currently. They are used a lot, but not easily recyclable or compostable. We need to be able to recycle these items or ban them from use. In general, this should be true of all materials we use, they need to be easily recycled/composted or not used.
- Currently use many of the drop off recycling programs and though it would be more convenient to get curbside pick up, I would not prefer paying more. Also most other items prefer to donate to a non-profit organization. As for Food scrape collection and other unusable items which can not be recycled and end up in the trash, such as pots/pans/buckets/rigid plastics, I would love to see a recycling plan even if it was a drop off. But again do not want to pay more in my bill.
- Telephone survey: I already pay enough in trash rates and am not interested in increasing my costs. I live alone and recycle a lot; and avoid purchasing items that cannot be recycled. I appreciate you taking the survey for me online since I don't have a computer.
- More frequent recycling pickup isn't necessarily a plus. I work and sleep odd hours, and recycling mornings are horrible for my sleep. BUT I support anything that helps to divert things from the trash stream.
- I am not for any laws restricting the use of things (bags/packaging) (regarding question #10). I don't know much about the economics of dumps and manufacturing, but I'd rather just see *the cost of dumps go up as we run out of land, so that people would be encouraged to save money by having less trash picked up (hopefully dumps are not city owned or subsidized in any way, if they are, why not just raise the cost to use them. privatize them. Have a tax for polluting land, such as landfills - maybe.) *a tax on production that pollutes, thereby discouraging that production and driving up the costs of those goods (sorry, it is late. my thoughts and libertarian slant might not be that clearly coming out.)
- I am very interested in weekly food scraps, it seems to me I think it would be a great step Mtn View should take. I would be very happy!!! Also on the collection of fluorescent bulbs. I think it would be important to provide more info about the costs of doing this things because not doing them it is also costing to the city.

- We pay some of the Highest Property Taxes in the US!! These Services, especially weekly p/u of Recycle Carts should be included @ NO additional cost, as well as increasing the size of the Cart. In addition, Companies like Google, etc are paying a lot of Property Taxes to the City of Mountain with a population of 70,000. San Jose, with a population close to one million has a much better weekly program than Mtn View, and takes in less Company Property Taxes per resident ratio.
- It would be great if the recycling accepting more types of plastic recycling. I used to live in San Jose and they accepted any plastic that had the triangle recycle sign. They also recycled plastic bags and styrofoam.
- Not sure what the cost for the services is. However if a company is profiting from taking our waste it would be logical that they pay for pickup. We would have to see how can we cooperate to make it a profitable business for them.
- I really like living in Mountain View; thanks for making it a healthy, fun, vibrant community!
- Mountain View has always been "ahead of the curve". I was one of the first "recycling block leaders" in the late 80's and would post a sign to remind neighbors to take out their yard trimming toters etc. Now everyone is in the habit of recycling, and my weekly "trash" waste is almost nothing (1/2 brown paper bag which barely fills up the trash toter). Keep up the good work!
- Service is good. Weekly recycling might put MORE people into a regular recycling habit that every other week.
- People now use so many different electronic products and the lifespan of such products is decreasing. Having such infrequent recycling encourages people just to throw them in the trash. We would like to see a monthly curbside pick-up of used electronic components including those containing mercury. We would pay a reasonable amount for this service. Alternatively, we would like to see more convenient neighborhood recycling points as there is for cardboard.
- My house is relatively low impact and I could deliver all my trash to a center if I had to (or if I could get a break on my bill, ha, ha). Limitations on consumption would go a long way to reducing the impact on landfill, but that would be bad for business. Good luck with the survey.
- I'll be honest, the lack of support for "green" waste programs is on the top of my list of reasons I want to move out of Mountain View.
- Would really like the added recycling of more items and the composting of food items.
- In the winter tree trimming season (Oct to Feb) , the garden recycling bin is not large enough for the big branches and leaves for trimming a tree. A curbside cleaning service is very helpful. Thank you for the very nice Survey.
- Although I do not need weekly pick-up of yard waste (I have 2 containers) -- if we go to kitchen waste recycling, weekly pick up would have to take place or we would have a terrible fly and smell problem.

- We do support the elimination of grocery store plastic bags only if there is an alternative bag to use. This is because we presently use the plastic shopping bags to put our garbage in to dispose of it into the garbage can.
- Recycling would likely increase if residents were more strongly discouraged from overloading their current (regular) trash carts. I see some carts piled high every week - these residents are avoiding paying the true cost of their disposal habits. They need to upsize their bins or recycle more.
- Disposal of batteries, fluorescent bulbs, cell phones, clothing, cooking oil and the like need to be given special disposal containers for pick up. We currently leave out batteries on top of or trash tote and later find them in the street.
- Would be really awesome if Mtn. View could start collecting food scraps along with yard waste.
- The current split recycling and yard waste carts are very large, and take up a lot of space. Would like to have slightly smaller carts, that are collected weekly, like in Los Altos. Would also REALLY like to have fruit and other organic material accepted for composting. The current SMART station system of collecting hazardous waste by appointment, and drop off of batteries, scrap metal, etc., works well. It would be a waste of money to have those items collected curbside instead. Would be interested in recycling clothing that is not fit to go to charity, if there was an actual (re)use for it.
- I'm surprised to see such focus on more frequent collection. The carbon footprint of doing so seems reason enough not to go down that path... I'd much prefer to see an increase in the number/types of items I can recycle, rather than the frequency of pick-up.
- I am also interested in curbside collection of single-use plastic bags, and ideally, all recycling collection would be single-stream.
- I don't think it's a good idea to mix food composting items with green waste. You are going to get food leftovers etc, things that are smell bad and attract animals (e.g. rats). Some form of biodegradable compost bag would have to be available to seal these wastes. Such bags are presently still very expensive but could be made affordable through bulk purchase. Also if mixing with green, it would have to be collected every week. I think a separate can for such waste picked up once a week would be best.
- I think curbside pickup quality needs to be improved before I pay more to the City. In the past year that I've lived here my house has been skipped for recycling 4 times! The truck only comes once every two weeks, which is fine, but not if the driver ignores your bin for no reason.
- I think the first question we need to answer is: "what are we going to do about the aggressive, to the point of being dangerous, recycle bandits?" Recycling day is ugly and unpleasant on our street. It makes me unhappy to think that these bandits are driving the cost of recycling up by stealing the items which make the program cost effective. It's too petty a crime for the police until the perpetrators get into a fight over who has the right to steal the recyclables on a particular street.
- I currently take my aluminium cans and plastics to a recycling center that pays me for them, if you could pick them up at my house and credit my bill minus a 10 % collection fee that would be a service I'd be interested in.

- You might want to consider backing off garbage collection to once every two weeks as most people today generate much more recycle than garbage (my small garbage bin is never more than half full). This will encourage people to generate less waste and recycle more.
- Seems as though composting should be added at a minimum.
- In the complex where I live we do not have a Yard Trimming cart. You might consider providing an option for residence in this situation to recycle food scraps.
- Love that the initiative is being taken to start such services. It makes me that much more proud to call Mountain View my home. One thing that I just don't understand though is the need to split the recycling into two separate bins as it is. I have friends that work in the recycling business and know that most often what we put into the split-cart is just mixed back together again at the plant in order to better separate materials. I think Mountain View should adopt the process that most other surrounding cities have and put all of our recyclables into one cart together. This will allow me to fit more into the cart and prevent any left over recycling that wouldn't fit that week from going into the trash.
- The recycling split-cart needs to be smoother on the inside (like the garbage bin); stuff gets stuck in there when trying to dump the stuff in the garbage truck.
- I am enthusiastic about anything related to composting! My home compost bin doesn't seem to get hot enough, so having a pickup for compostables and the availability of compost for residents would be great.
- Any chance of getting a single bin for recycling? I believe other cities nearby have moved to the single-bin approach. Do you collect batteries?
- Definitely not interested in weekly service. It takes me a couple of months to fill up the split-cart and the yard trimmings cart is just fine the way it is. My regular trash cart could also be picked up every other week actually. Those who simply use less should not be burdened with additional cost. Recycling is good, reducing is better.
- Zero Waste is very popular in Asian countries (Japan, Taiwan, etc).
- At this point I don't support increased cost. But I might if the benefit to the community, and/or environment could be quantified. Also, as a single house occupant, my impact is very little. I recycle as much as possible and the existing program works fine for me. Mountain View is a great place to live! Thanks for your hard work in our behalf.
- The current system is very complex to understand and for the homeowner, to implement. Mtn View only accepts SOME items marked with the triangular "recycle" symbol. If the packaging has a recycle logo, it should be accepted. Cathedral City (92234) has a real simple plan. 3 bins: trash, recycle, yard waste. If it has a recycling logo or is paper, it goes in the recycling bin. Yard waste/compost goes in the yard waste bin. Everything else is trash. Waste and recycling charges are covered by assessments built into the property tax. Regarding legislating polystyrene and single use plastic bags: We need fewer rules, regulations and ordinances. Not more. Plastic serves its purpose.
- If some of these programs are implemented, I would prefer to be charged only if I use them. Right now the current schedule for recycling pickup is fine. I do not mind having to go to the Smart Station on the few occasions that I have something that the trucks won't pick up. It would be nice to be able to recycle clothing that is not donation worthy. I have heard that some

companies turn these into new products. I reuse the plastic bags I get from merchants, either for garbage or kitty litter. If these were banned I would have to purchase plastic bags. They would still end up in the landfill.

- Food waste in the yard trimmings bin results in a large smelly mess, i don't want my backyard smelling like garbage. A composting program would have to include a specially designed compost container that is sealed to keep the stink contained.
- I think your recycling service is perfect the way it is. It would be convenient to have hazardous materials picked up at the curb once a year.
- I encourage as much recycling (curbside is most convenient) as possible. Thanks for all you do to keep the earth green :)
- I've lived here 35 years and am thrilled about the possibility of zero waste. Regardless of how much I say I'd pay, I would pay a fair price, if we really could meet that goal.
- Please consider "Single Stream" recycling. That way you'd get everything (100%) from each household. Keep it simple. What you are proposing seems too complicated.
- If the stores do not have plastic bags I guess I would have to comply. Question seems silly, what am I missing?
- The first question option 3 is unclear - if it was weekly, would we only have one bin instead of one split + one yard waste? If you have to choose which items to add for additional recycling, my choice would be milk cartons. We throw away 1-2 a week. I'd love to be able to recycle them. I am uninterested in a cheaper home compost system only because I already have one.
- We cannot put our "split cart" at the curb the night before collection (which happens pretty early in our neighborhood) because people steal the glass during the night. Nobody, including the police (whom we have contacted about this) seems to care very much. We are concerned that this diversion of money from the recycling contractor will ultimately increase residents' costs or even threaten the existence of the program. Please try to educate the public about this issue. It's theft, not charity. There are legitimate ways for needy people to get help.
- I would support composting pick-ups and more recycling options. If weekly pick-ups would offer smaller bins, I would gladly pay more. If Mtn. View moves to weekly pick-ups and smaller bins, may we return the large split bins and yard clippings bins we currently have?
- I love the idea of collecting compost! Thank you for your efforts to increase recycling in Mountain View.
- I am especially interested in the weekly option for recycling as it is always full. Also extending the types of things to be recycled. We could go to every other week for the regular trash as we have more to recycle. I am also excited about being able to put food scraps in the yard container. We are composting currently but it doesn't seem to be working out well so I'd rather at this point use an organic container. Thanks for this survey as it is something that has been on my mind each week we take out the bins.
- Trash collection costs too much. Stop wasting money on recycling.
- The split recycling bin is useless since a few items can take up half the bin, you can't reach down to organize it. The old brown bin (square low) fit about twice as much. Now I throw away recycling in the garbage every week since it doesn't fit. Instead of a BAN on bags, have a

50 cents City tax on each bag, now people will bring their own bags to the store. In Sweden you pay 50¢ for each bag in grocery stores, most people bring their own bags!

- We are extremely happy with the current services and the service provided by Recology.
- Bravo for working towards the goal of Zero Waste!! Comment: Need N/A option in survey. Suggestion: Provide discounts for participation and charge extra for non-participants. Question: Will businesses (such as restaurants) be participating in the zero waste program?
- In general, Zero Waste is vital to sustaining the environment. However, costs must be reasonable, and must be convenient.
- Recycling furniture (mattresses, sofa, tables, bookshelves, dressers), lamps, clothes, appliances is ideal however our neighbors have gone too far in leaving the aforementioned items and more in the street where 1 or 2 cars may park at the curb. This junk often resides 1 if not 2 weeks at the curb; trash pickup service personnel do not take these items!! Curbside trash dumping is a nuisance. It encourages scavengers to rummage through the pile and take anything in sight. There should be an end to this!!
- Just interested in weekly recycle, Sunnyvale does it why can't Mountain View?
- I just moved from Milpitas to Mountain View and found one of the most noticeable differences in the city services was trash services. The garbage cans here are tiny - I know you can upgrade to a large size, but there are only two people in my household and we rarely eat a home. There cannot be another family that has less trash, but one bag of kitchen garbage and the bathroom garbage is all that fits. There seems to be a ton of wasted space due to a double layering of the trash cans (perhaps for durability?) The trash cans in Milpitas only had a single layer with no wasted space. Same issue with these "split" garbage cans. In Milpitas, all your recycling (paper and plastic) goes into one large trash bin. No flattened boxes can fit into the small split! Also, when you're going into your garage at night, it's hard to see which side is which. If it must be split, it shouldn't be 50/50 space.... boxes (even flattened) usually takes much much more space than containers. This bi-weekly trash pickup is confusing. For someone who just moved, I had to find out from the garbage man 2 months into moving that recycling is only picked up every other week... I still have no idea which weeks are pick-up weeks and which aren't or what Mountain View trash policies are. They should be part of some sort of "Welcome to Mountain View" packet (or rather then spend on costs there, just make it weekly!). Communication is another good tip to take from Milpitas - they send a comprehensive quarterly calendar magnets for the fridge indicating trash holidays, e-waste days, street clean up, etc. Milpitas may smell, but they have their trash services for residents down perfectly! Separate note - I have survey design experience and this is terrible survey - not all people have yard trimmings (I live in Whisman station and we do not have yard trimming cans). I do not understand what part of the first question means and you cannot have questions in surveys that people might not not understand. I imagine other people will have similar problems and your results are not going to be what you expect. The other major issue is that your "how much are you willing to pay" is also a TERRIBLE survey question - it's VERY prone to bias. SurveyMonkey is also not a safe secure channel - Hope residents don't give you personal info like emails or addresses! If you want meaningful data, I suggest you hire this out to a pro or actually hire someone with some credentials, this has inexperienced summer intern written all over it.

- I think making it easier and more convenient for residents to dispose of waste is not a good way to encourage them to produce less waste in the first place. If it was actually more difficult and more expensive for people to get rid of waste, they might think twice before accepting products that contain, cause, or too readily become, waste. My suggestions to the City of Mountain View are: 1. Keep the existing collection schedule (and same three carts). Minimize exhaust, noise, obstruction. 2. Keep food scraps and yard trimmings separate. Avoid contamination, smell, pests. 2. Food Scraps Continue offering reduced cost composting supplies and free composting instruction (classes, workshops, online video, booklet), and perhaps promote and support neighborhood composting stations and activity (partner with schools, neighborhood associations?). 3. Not interested in paying for unnecessary services 4. Other options are already in place. Resist unnecessary services. 4. Keep On Call Plus program appointments, but limit to two per household. Encourage responsible disposal and reduce cost. 5. Balance recycling with economic feasibility. Discourage use of products costly to recycle. 5. Collect only items that can allowably be contained inside the three carts. Reduce hazard, unsightliness, scavenging. 5. Unusable Clothing---Most "unusable" clothing still has some use. I would like to see a program where ALL unwanted clothing goes to charities for sorting. Clothing that does not sell should be given away free, offered free for rags and crafting and made available for fabric recycling. 6. NA 7 & 8. Hazardous items such as motor oil, fluorescent bulbs, batteries, and cell phones are returnable at locations where these items are sold. Restrict curb collection to three carts only and direct responsibility. 7 & 8. Drive-through household hazardous waste drop-off events work well. Offer at your "door" appointment pick-up service at no cost to qualifying residents and for a fee to others. Fees collected could offset cost of the free pickups. 12. Raise purchase price of extra garbage stickers. Penalize excessive consumption. What might be more beneficial to the residents of Mountain View than expanded waste management services is a campaign focused on the social, environmental, and economic rewards of reducing the amount of waste that is produced. A program like this would also provide instruction, information and ideas for achieving minimal waste lifestyles.

Multi-Family Survey Questions and Customer Comments

1. How long have you lived at your current address?

- Less than a year
- 2-3 years
- 4-5 years
- More than 5 years

2. Do you live in a:

- Duplex (2 dwelling unit housing)
- Tri-plex (3 dwelling unit housing)
- Four-plex (4 dwelling unit housing)
- Other (5-8 dwelling unit housing)
- Apartment (9 or more unit housing)
- Condominium complex
- Townhouse complex

3. Currently, Recology collects the contents of group recycling carts usually every other week for multi-family properties. If you are interested in weekly service, please choose one or more of the following reasons.

- Already Have Weekly Service
- Convenience
- Doubling available volume (our carts are always full)
- Reduce number of current carts
- Not interested
- Other (please specify)

4. Mountain View does not currently have yard trimmings collection for multi-family properties (with some exceptions). Do you think your complex would be interested in participating in yard trimmings collection?

- Very Likely
- Likely
- Not Likely
- Gardener Handles Already

5. Mountain View does not currently have food scraps collection (e.g. food, paper plates, compostable foodware). Would you be interested in participating in weekly food scraps collection?

- Very Likely
- Likely
- Not Likely

6. Weekly collection of recycling and the addition of food scraps and yard trimmings programs will likely increase costs affecting your utility bill (or your rent or association dues). Please indicate how much more you would be willing to pay in addition to your current monthly bill.

- | | None | \$.50/mo
more | \$1/mo
more | \$2/mo
more | \$3/mo
more | Not sure |
|-------------------------|------|------------------|----------------|----------------|----------------|----------|
| ▪ Weekly recycling | | | | | | |
| ▪ Weekly yard trimmings | | | | | | |
| ▪ Weekly food scraps | | | | | | |

7. How likely are you to participate in the following services if there was no extra charge? (Please note that, currently, some items* may be dropped off at the SMaRT Station and local thrift stores at no charge.)

- | | Very
Likely | Likely | Not
Likely | Don't
Know |
|---|----------------|--------|---------------|---------------|
| ▪ Collection of household batteries | | | | |
| ▪ Collection of cell phones | | | | |
| ▪ Collection of used cooking oil | | | | |
| ▪ Collection of gently used clothing for donation | | | | |
| ▪ Collection of compact fluorescent bulbs | | | | |
| ▪ Collection of holiday trees from your complex | | | | |
| ▪ Discounted price for backyard home composting bin | | | | |
| ▪ Annual or Semi-annual Reuse Day (local drop off of gently used clothing*, furniture, toys, books and pick up free compost*) | | | | |
| ▪ Annual or Semi-annual E-Waste Day (local drop off of computers*, cell phones*, compact fluorescent bulbs* etc.) | | | | |
| ▪ Annual or Semi-annual confidential paper shredding service* | | | | |

8. Would you be interested in recycling more items (milk cartons, frozen food boxes, rigid plastics like plant pots/toys/buckets, unusable clothing, and scrap metal like pots and pans)?

- | | Very
Likely | Likely | Not Likely | Don't
Know |
|-------------------------------------|----------------|--------|------------|---------------|
| ▪ Drop off program (lower cost) | | | | |
| ▪ Curbside collection (higher cost) | | | | |

9. If you would like the services listed in Question 8 above, how much more would you be willing to pay in addition to your current monthly utility bill (or your rent or association dues?)

- No increase
- \$.50/month more
- \$1/month more
- \$2/month more
- \$3/month more
- Not sure

10. How likely are you to participate in Household Hazardous Waste Collection (e.g. used motor oil, paint, pesticides, solvents) by appointment at your "door"?

- Very Likely
- Likely
- Not Likely
- Don't Know

11. If you would like the service listed in Question 10 above, how much more would you be willing to pay per collection in addition to your monthly utility bill (or your rent or association dues?)

- No increase
- \$25 per collection of household hazardous waste
- \$50 per collection of household hazardous waste
- Not sure

12. For all the new or improved services mentioned in this survey, how much more would you be willing to pay, in total, in addition to your monthly utility bill (or your rent or association dues?)

- No increase
- \$1 per month more
- \$2 per month more
- \$3 per month more
- \$5 per month more
- Not sure

13. Would you support a City ordinance banning the use of the following products?

- | | Very
Likely | Likely | Not Likely | Don't
Know |
|--|----------------|--------|------------|---------------|
| ▪ Single-use plastic bags | | | | |
| ▪ Polystyrene take-out food packaging
(styrofoam) | | | | |

14. What is the best way to send you information/education about recycling and zero waste programs and issues in the future? You may check multiple boxes.

- Multi-family complex manager, landlord or association
- City website
- Resource newsletter (mailed 3 times per year with The View)
- Email subscription
- Facebook
- You Tube
- Twitter
- Blogging
- Other (please specify)

15. Please add any comments you may have regarding the above questions, or other items related to Zero Waste, and to trash and recycling service in general. If you have a question, please provide an email address if you would like an answer.

- It would be great to be able to more easily recycle batteries, CFLs, cooking oil, paint, etc. And yard trimmings!
- I live in a condo complex with 302 units. If we are going to add items to be collected above what we already have, we would need to be sure that we have enough space to accomodate more collection bins without it becoming messy.
- People are always walking around with shopping cart looking in our trash to take bottle and things they can recycle for money. I don't like people going through my trash at all hours of the day as if it their vice me given it to the City. How can you control people going through our trash earlier in the money waking us up?
- I think these are all good ideas, I just don't happen to need most of them because I live alone, and don't generate that much stuff to dispose of. I use the SMART station when as needed. The only problem we have at our townhouse complex is that someone has to take the carts out to the street, which often does not happen. I'd much rather have a mixed-recyclables dumpster that the truck driver takes care of.
- It would be more convenient for me, and the other tenants, if we could put our #2 plastic bags in the recycle bins, but the firm with the contract now does not accept them.

Commercial Survey Questions

1. Please check all of the following that best describe your company's activities in Mountain View:

- Retail Store
- Food Service (restaurant, grocery, etc)
- Office (administrative, legal, finance, insurance, and professional services)
- Hotel/Motel
- Institution (healthcare, schools)
- Manufacturing
- Shipping/Receiving/Warehousing
- Other (please specify)

2. Does your company have any of the following environmental policies or goals?

- Zero Waste (minimizing waste sent to the landfill)
- Greenhouse gas emissions reduction
- Recycled-content purchasing policies
- Water conservation
- Energy conservation
- Green building
- Other (please specify)

3. Which of the following collection services does Recology provide to your company?

- | | Cart (Toter)
Service | Bin (Dumpster)
Service | Compactor
Service |
|-----------------------|---------------------------------|-----------------------------------|------------------------------|
| ▪ Trash | | | |
| ▪ Cardboard | | | |
| ▪ Cans/Bottles/Paper | | | |
| ▪ Yard Trimmings | | | |
| ▪ Food Waste/Organics | | | |

4. Does your company use other recycling collection services?

- | | No Charge | Charge | They Pay Us |
|---|------------------|---------------|--------------------|
| ▪ Recycling company other than Recology | | | |
| ▪ Waste broker | | | |
| ▪ Janitor | | | |
| ▪ Employee | | | |
| ▪ Other (please specify) | | | |

5. Is your company interested in recycling additional materials (other than the usual cans, bottles, paper and cardboard)? (If you don't have these items, mark "not likely.")

- | | Already
Have | Very likely | Likely | Not
likely |
|--|-------------------------|--------------------|---------------|-----------------------|
| ▪ | | | | |
| ▪ Food Waste/Organics (including compostable paper and foodware) | | | | |
| ▪ Plastic film (wrap) | | | | |
| ▪ Pallets and crates | | | | |
| ▪ Polystyrene packaging (foam blocks) | | | | |
| ▪ Metal | | | | |
| ▪ Durable plastics (buckets) | | | | |
| ▪ Other (please specify) | | | | |

6. Are you willing to pay more for any of the above recycling or food waste/organics services?

Yes

No

Maybe

7. Would your company have an interest in assistance with any of the following if provided at no charge?

- | | Already
Have | Very
Likely | Likely | Not
Likely | Don't
Know |
|--|-------------------------|------------------------|---------------|-----------------------|-----------------------|
| ▪ Setting up and maintaining food waste/organics programs | | | | | |
| ▪ Setting up and maintaining recycling programs | | | | | |
| ▪ Employee training in recycling or food waste/organics programs | | | | | |
| ▪ "How to Recycle/Compost" posters, signs, stickers | | | | | |
| ▪ Desk-side containers for internal recycling collection | | | | | |
| ▪ Common area containers for internal recycling collection | | | | | |
| ▪ Common area containers for food waste/organics collection | | | | | |

8. Which of the following best describes your perception of your company's recycling and trash collection costs relative to other business costs:

- Insignificant
- Minor/moderate
- Significant
- Not sure

9. Which best describes your company's willingness to pay more, in total, for new or improved trash, recycling and food waste/organics services:

- None
- Up to 5 percent more
- Up to 10 percent more
- Up to 15 percent more
- Up to 20 percent more

10. What would encourage you to participate in a food waste/organics collection program?

- Rate same as trash
- Rate 10% less than trash
- Rate 25% less than trash
- Rate 50% less than trash
- Technical assistance offered at no charge
- None
- Other (please specify)

11. Would you support a City ordinance banning the use of the following products?

- | | Very
Likely | Likely | Not Likely | Don't Know |
|--|------------------------|---------------|-------------------|-------------------|
| ▪ Single-use plastic bags | | | | |
| ▪ Polystyrene take-out food packaging
(styrofoam) | | | | |